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PART--I-- Orders and Notifications by the Government of Tripura, The High Court, Government Treasury etc.

GOVERNMENT OF TRIPURA
REVENUE DEPARTMENT

No. F.4(1)-RCC/2014/P-II Dated, Agartala, the 3rd March, 2026.

NOTIFICATION

In exercise of the powers conferred by section 19 of the Tripura Guaranteed Services to Citizens Act, 2020 (Tripura Act No. 19 of 2020), the Governor of Tripura hereby makes the following rules further to amend the Tripura Guaranteed Services to Citizens Rules, 2020, namely:—

1. Short title and commencement

(1) This rule may be called the **Tripura Guaranteed Services to Citizens (First Amendment) Rules, 2026.**

(2) It shall come into force on the date of their publication in the Official Gazette.

2. Amendment of Rule 9

For rule 9 the following rule shall be substituted.

"9. Online application and automatic appeal.

(1) Any eligible person who has not received any notified service within the prescribed time-period may apply for delivery of such service to the Designated Officer, online, on such portal as may be specified by the State Government by issuing notification. Such application shall be acknowledged and dealt in such manner as prescribed in rule 4.

(2) Where a notified service is either rejected or not acted upon within the stipulated time by the Designated Officer, an appeal to the Competent Officer on behalf of the applicant by the electronic service delivery system shall be generated automatically.

(3) Such automatic appeal shall be deemed to have been filed under the provisions of section 13 of the Act.

(4) The date immediately following the expiry of the stipulated time shall be deemed to be the date of filing of automatic appeal for all purposes under the Act and these Rules.

(5) Intimation of such automatic appeal shall be communicated to the applicant and the concerned Designated Officer through electronic means."

3. Insertion of new Rule 9A

"9A. Disposal of Automatic Appeal and Compensatory Cost

(1) Upon generation of an automatic appeal under rule 9A, the Competent Officer shall examine the same along with the original application and:-

(a) direct the designated officer to provide service to the citizen immediately but not later than the notified prescribed time from the date of filing of appeal, or

(b) reject the appeal on such ground as may be stated in writing with intimation to the applicant, or

(c) issue order for compensatory cost in accordance with section 9 of the Act, or

(d) condone the delay in providing of service on any of the grounds of delay stated in the first proviso to section 9 of the Act.

(2) Where a notified service is not provided within the stipulated time by the Competent Officer, a further appeal to the Appellate Authority shall be automatically generated by the elcctronic service delivery system on behalf of the applicant in such manner as prescribed in rule 9.

(3) The appellate authority shall dispose of such further appeal within the prescribed time acting in such manner as specified in sub-rule(1) hereinbefore.

(4) The appellate authority may impose penalties upon the Designated Officer or the Competent Authority as the case may be if the service is not provided within the prescribed time by such officer without sufficient cause"

4. Insertion of new Rule 9B

"9B. Powers of Appellate Authority

(1) The appellate authority shall have superintendence over all Designated Officers, Competent Officers and their offices in matters of delivery of notified services.

(2) He may review and recommend improvements in procedures or processes for better service delivery to the concerned authorities.

5. Amendment of Rule 17

In rule 17 of the principal rules, after clause (ii), the following clause shall be inserted, namely:—

"(iii) The monitoring mechanism shall include electronic dashboards indicating the number of automatic appeals generated, appeals disposed, compensatory costs imposed and officer-wise pendency."

6. Saving

All appeals, proceedings and actions initiated prior to the commencement of these rules shall be deemed to have been taken under the corresponding provisions of these rules as amended.

By order of the Governor

Milind Dharmrao Ramteke

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(Milind Ramteke, IAS)
Secretary to the
Government of Tripura